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November 28, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

**IN RE: WC Docket No. 05-196  
Compliance Letter**

Dear Secretary Dortch:

This Compliance Letter is filed by North Pittsburgh Telephone Company ("NPTC") in accordance with the requirements set forth in the Commission's VoIP 911 Order at WC Docket No. 05-196 adopted May 19, 2005 and released June 3, 2005. NPTC is an incumbent local exchange carrier operating in a defined geographic service area as identified in the map attached hereto.

As required by that Order, this letter details NPTC's compliance with the Commission's requirements regarding the provision of 911 calling services to NPTC's customers that subscribe to its fixed Voice over Internet Protocol ("VoIP") service, *i.e.*, limited to the permanent physical address to which the end user customer has agreed to use the service (hereinafter referred to as the "VoIP service").

NPTC began providing VoIP service to customers as an interconnected VoIP service provider on September 14, 2005 and as such is required to file this compliance letter.

NPTC understands that a number of parties providing interconnected VoIP services have requested clarification from the FCC that they are deemed to be in compliance with the rules regarding E911 calling on their VoIP service, so long as those providers, under the contractual terms and conditions of the VoIP service offering, restrict the use of the VoIP service to a specific service area within which they can provide E911 service in compliance with the FCC rules. To NPTC's knowledge, the FCC has not yet ruled on those petitions for clarification. NPTC's responses in this compliance letter are predicated on the assumption that by restricting the use of the VoIP service to a specific area and by not allowing for the use of the service nomadically under the general terms and conditions of the service offering, that NPTC is in **compliance with the FCC rules.**

Should the FCC take action regarding those petitions for clarification and rule that those service restrictions are insufficient to maintain a VoIP service provider's compliance with 911 rules, NPTC would modify its following answers to reflect that FCC ruling regarding the assertions that it is in compliance and that it would take appropriate action to bring the service into compliance. (For example, NPTC would no longer market or provide its VoIP service to new customers until such time as it could provide E911 on VoIP calls placed nomadically outside the NPTC service area.)

#### NPTC's VoIP Service Offering

NPTC offers its VoIP service to subscribers within NPTC's Incumbent Local Exchange Carrier (ILEC) service area who agree to use that service at a *permanent fixed* location of that customer's residential or business location. While NPTC is capable of offering its service to any customer with a broadband connection located virtually anywhere, NPTC has chosen at this time voluntarily to limit the service offering as a fixed VoIP service to only those customers physically located within the NPTC service area. As such, all customers subscribing to the NPTC VoIP service are notified by NPTC through its general terms and conditions that: (1) the service is offered *only* within the NPTC service area and that the service is not intended for use at any location outside the NPTC service area; (2) NPTC will *not* support the use of the service at locations *outside* the NPTC service area, and (3) NPTC will *not* support the nomadic use of the service even if such nomadic service location is within the NPTC service area. Although NPTC's VoIP offering *may* work should the customer attempt to use the service on a nomadic basis, that use would be in violation of the terms and conditions of the service offering; however, NPTC is not able to support E911 calling when the service is used nomadically.

#### NPTC's 911 Solution

As of November 28, 2005, NPTC is able to provide 911 service to 100% of its subscribers that use such service at the permanent physical address to which the customer agreed to use the service that is located within the NPTC service area, in compliance with the rules established in the VoIP 911 Order. However, NPTC is not able to provide 911 service in compliance with the rules established in the VoIP 911 Order should the customer attempt to use the service nomadically in violation of the terms and conditions of the service offering.

#### 911 Routing Information / Connectivity to Wireline E911 Network

As of November 28, 2005, NPTC is transmitting, as specified in Paragraph 42 of the VoIP Order, all 911 calls to the appropriate PSAP utilizing direct trunk connections to each PSAP that provides 911 service to customers located in the NPTC service area. In that NPTC has the capability within its local switching network platform to identify and route each E911 call to the appropriate PSAP using direct trunks, NPTC does not connect to the PSAPs through the use of Selective Routers. As of the date of this Compliance Letter, NPTC has interconnected directly with the four (4) PSAPs that provide 911 services within the NPTC VoIP service area. However, NPTC is not able to support E911 calling should the customer attempt to use the service nomadically in violation of the terms and conditions of the service offering.



#### NPTC Transmission of ANI and Registered Location Information

As of November 28, 2005, NPTC is transmitting via wireline direct trunk connections the 911 caller's ANI and Registered Location to all the applicable answering points that are capable of receiving and processing this information and that provide 911 service to customers within the NPTC service area. NPTC understands that 100% of the answering points within NPTC's service area are capable of receiving and processing the ANI and Registered Location information that NPTC transmits. In addition, 100% of NPTC's VoIP subscribers' ANI and Registered Location information for 911 calls made from locations within the NPTC service area is being transmitted to those applicable answering points that are capable of receiving and processing this information and that provide 911 service to customers within the NPTC service area.

#### NPTC's 911 Coverage

As of November 28, 2005, NPTC has achieved full 911 compliance with the requirements of the VoIP Order in all areas of the country in which NPTC provides VoIP service, namely within the NPTC ILEC serving area. A map of the NPTC service area which is located within the Pittsburgh MSA is attached to this Compliance Letter. However, NPTC is not able to support E911 calling should the customer attempt to use the service nomadically in violation of the terms and conditions of the service offering.

#### Obtaining Initial Registered Location Information

NPTC obtains the customer's service address when the customer applies for the VoIP service. The service address is then input into the NPTC E911 database as the customer's initial Registered Location. The Registered Location information (the service address) is requested from the customer at the time the service is ordered. The method of contact is through a call by the customer to the NPTC business office. NPTC receives the Registered Location information from 100% of all new customers requesting VoIP service.

#### Obtaining Updated Registered Location Information

In that NPTC only offers its VoIP service within the NPTC service area and because NPTC does not offer the service on a nomadic basis, the only time that a customer needs to update their Registered Location information is in the event of a move of their VoIP service from their current permanent service address to a new permanent service address. In the event of a customer's move of their permanent service address, they are instructed under the general terms and conditions of the service to contact the business office to update their service address and Registered Location information. In that the customer may contact the NPTC business office by email utilizing their home computer or by using the telephone which is connected to their VoIP service to call the NPTC business office, the customer has two options that allow them to use the same equipment that they use to access their interconnected VoIP service.

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NPTC's Technical Solution for Nomadic Subscribers

While NPTC currently informs its VoIP customers that the service is not to be used nomadically, nor is it supported on a nomadic basis at this time, NPTC is working on identifying a solution to provide 911 service on a nomadic basis in the future as a service enhancement to its customers. NPTC is currently in discussions with a number of vendors regarding a technical solution for 911 on a nomadic basis, but as of the date of this Compliance Letter, NPTC has been unable to identify a vendor's product that will provide full compliance or that can be obtained at an affordable price.

Very truly yours,



Kevin J. Albaugh  
Vice President-Regulatory Affairs

KJA/vb

Enclosure

cc Kathy Berthot (w/enc.)  
Deputy Chief  
Spectrum Enforcement Division  
Enforcement Bureau  
Federal Communications Commission

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Competitive Policy Division  
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